

Complaints procedure

effective from 1st November 2000

My aim

Is to provide a high quality legal service to all my clients. If, despite this, something goes wrong or you are dissatisfied with my services, I have a procedure for trying to resolve your complaint promptly and fully.

The procedure

Is set out below. To start the procedure, please give me details of your concerns in writing. If you would prefer, please make an appointment to see me, and I can take details from you at that meeting. Once I have written details (or we have met), procedure below will apply.

Timescale	Action
1. Within 3 working days of receiving your written complaint or of the meeting to detail your complaint...	<p>... I will write to you to -</p> <ul style="list-style-type: none"> • acknowledge receipt of your complaint • Set out my understanding of it • ask you to clarify any points that are not clear to me and • ask you to confirm that my understanding is correct - or to correct it as necessary and <p>... I will register your complaint in my central register (for monitoring and management purposes)</p>
2. Within 1 working day of receiving your confirmation that my understanding of your complaint is correct...	... I will acknowledge that confirmation and let you know which method of resolution (as detailed in item 3 below) I propose to use
3. Within 10 working days of receiving your confirmation that my understanding of your complaint is correct....	... I will review my file in the light of your complaint and write to you with my detailed response
OR Within 5 working days of receiving your confirmation that my understanding of your complaint is correct...	... I will ask another local solicitor to consider your complaint and give his or her opinion as to what should be done to resolve it, and send you his or her comments within 2 working days of receiving them
4. Within 2 working days of stage 3 being completed...	... I will invite you to meet me to discuss and (I hope) resolve your complaint
5. Within 3 working days of that meeting (or, if a meeting is declined by you as being impractical or for any other reason, within 3 working days of you declining that meeting)...	... I will write to you to confirm the outcome of the meeting (if any) and my proposals to resolve your complaint
6. If you are dissatisfied with my handling of your complaint or with my proposals for resolving it, within 5 working days of you telling me so...	... I will arrange for my local Law Society or another local solicitor to review my handling of your complaint and my proposals for resolving it
7. If you are still dissatisfied, within 10 working days of you telling me so...	<p>... I will write to you to -</p> <p>confirm my final position on your complaint</p> <p>explain why I consider my handling of it and proposals to resolve it were reasonable and</p> <p>give you contact details for the Office for the Supervision of Solicitors (the solicitors' regulatory body, to whom you may refer your complaint once I have concluded my attempts to resolve it)</p>

In some cases, it may be appropriate to combine two or more stages or to omit inappropriate ones.